

Police Staff
FPU Support Services Administrator
Prosecution & Victim Services
Role Definition:UP011 / 18217

ROLE DEFINITION

Dept / Area Command:	Prosecution & Victim Services	Section:	Fixed Penalty Unit
Post Title:	FPU Support Services Administrator	Post Reference:	UP011 / 18217
Post Grade:	Grade B	Location:	Bedlington
Car User Status:		Telephone Allowance:	
Shift Allowance:		Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	
Line Manager:	FPU Supervisor		
Staff Responsibilities:	Not Applicable		
Purpose:	Carry out a range of clerical duties within the Unit providing effective and efficient services in pursuance of the department objectives, national policies and force plans.		

Key Responsibilities:-

1. Undertake a range of clerical duties within the unit in order to contribute to the efficiency and effectiveness of services provided.
2. Input and extract data from computer systems within required deadlines in support of the flow of information between the Force, and partner/interested parties in order to ensure the smooth progress of cases and provision of information.
3. Receive and process mail and assign to the appropriate file in order to ensure all files and actions are up to date in a timely manner.
4. Respond to telephone enquiries from internal and external customers in order to provide or receive information in a courteous manner referring or redirecting to relevant staff when required to ensure customer satisfaction.
5. Ensure that section records and statistics are maintained utilising computer systems to log information that can be retrieved when required in support the objectives of the section.
6. Contribute to improving the service and support the implementation of changes to systems and procedures to progress and enhance the work of the section.

- 7. Interrogate a range of systems in order to obtain details and accurate information required to process offences effectively and efficiently.**
- 8. Deal with enquiries received into the unit ensuring they are dealt with in an efficient manner and all advice given is accurate to maintain a high level of customer satisfaction.**
- 9. Liaise with internal and external customers to ascertain the facts and answer queries in relation to offences and file process; ensuring information given does not contravene the Data Protection Act.**

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.